

**2010 CENSUS  
U.S. DEPARTMENT OF COMMERCE  
Bureau of the Census  
Detroit Regional Census Center  
Recruiting Bulletin**

**OPENING DATE:** 04/20/2009  
**CLOSING DATE:** 06/30/2009

**Announcement No.** Leave Block 3 on OF-612 blank  
**LOCATION:** Columbus Central, OH

**POSITION TITLE:**  
Assistant Manager for Technology (AMT)

**PAY RATE PER ANNUM:**  
\$40,175.00

**NUMBER OF VACANCIES:**

One (1).

**EXCEPTED SERVICE APPOINTMENT:**

Schedule A Appointment, not-to-exceed one year, with the possibility of a one year extension.

**AREA OF CONSIDERATION:**

**All U.S. Citizens.** Applicants must reside within the boundaries of the Local Census Office (LCO) where they are applying. Your application will be matched by our staff to your servicing LCO, as determined by the address listed on your application packet. See chart on web site that explains how to determine which LCO services your address.

**WORK SCHEDULE:** This is a temporary full-time position. The incumbent of this position is covered by the mixed-tour employment program.

**WHO MAY APPLY:** Anyone residing in the area of consideration (**see above**).

**DUTIES: Assistant Manager for Technology (AMT)**

Incumbent is responsible for managing automation functions in the LCO. Individually, or through designated automation staff, is the first line of contact for all hardware, software, and telecommunication problems in the Local Census Office (LCO) and between the LCO and Regional Census Center (RCC). This job includes troubleshooting duties and evaluating, analyzing, and coordinating automation operations to efficiently support LCO functions. The individual is responsible for managing LCO support functions for Mobile Computing Equipment (MCE) to be used for automated data collection. Works under the direction of the Local Census Office Manager (LCOM) and provides technical guidance and support to Assistant Managers at the LCO in such areas as: training; making adjustments to expedite production, including the scheduling and coordinating of data entry operations for optimal use of workstations and print devices; managing the property control system for Office Computing Equipment (OCE), MCE and peripherals; coordinating printing activities and assures printers are prepared to handle large, long-running print jobs without jams, breakdowns, toner shortages, and so on; and coordinating the workflow of documents in and out of the automation area. Selects and supervises Technical Support Supervisors and Inventory Control Clerk(s) responsible for supporting various automation activities. As needed, trains or supervises others to train, LCO office employees on software, hardware and automation operations. The incumbent will be responsible for installation and configuration support operations for OCE, MCE and associated peripheral devices. The incumbent will also lead all OCE, MCE and automation support efforts and coordinate resources to support all LCO data entry and related automation activities for the operations control system, asset management systems, and payroll and personnel system. The incumbent will be responsible for administering user accounts for the various programs utilized by the LCO staff.

The incumbent is responsible for the paper and automated tracking of property management to include, ensuring necessary forms are accurately filled out, property management systems are updated, and regular audits. The incumbent is also responsible for reporting and documenting lost, missing, and stolen equipment and the coordination of warranty repairs. Under the direction of the RCC Support Staff, the incumbent will conduct on-site LAN/WAN hardware diagnostics for infrastructure cabling and hardware such as Customer Switching Unit /Digital Switching Units (CSU/DSU), router, switch, NetWare servers, Personal Computers (PCS), Voice over Internet Protocol (VOIP) telecommunications systems and printers. Supervises and performs troubleshooting duties by identifying problems with hardware or software and solves the problems when possible. For unresolved problems, records pertinent details about the problems, communicates them to the RCC Support Staff and resolves the

problems by following instructions from the RCC. Works closely with the RCC Support Staff to develop solutions to problems. Works with the Field Data Collection Automation (FDCA) Help Desk to obtain technical guidance. The incumbent will troubleshoot and maintain desktops configured with Microsoft Windows XP operating system. The incumbent will provide first-line support for various products, such as, MS Office 2007 and Microsoft Works v.9. Manages trouble-shooting of complex MCE hardware and software problems that could not be solved by field staff that use MCEs for automated data collection. Manages trouble-shooting of other automation problems related to systems, hardware, software, and telecommunications. Uses judgment in the management of trouble-shooting activities and schedules support staff for expected peak activity periods to manage the handling of incoming problems. Ensures that problem resolutions are timely and within quality guidelines.

**QUALIFICATIONS:** To qualify for the Assistant Manager for Technology position, all applicants must:

1. Pass a written management test; **and**
2. Have at least the minimum experience in each of the three areas contained in the Evaluation Criteria Attachment. Your experience for all three areas must be at least at the level described as "c" in the attached Evaluation Criteria Statement for the Assistant Manager for Technology. If you do not have that level of experience for any one of the questions, you are not qualified for the position. For each of the three Evaluation Criteria statements in the attachment, select the letter that best describes your experience. You must have experience in **all** aspects of the work described in order to claim credit for any given level. If you do not meet any part of the description for a level you may not take credit for it and must choose one of the lower levels that you do meet in full.

#### **HOW TO APPLY:**

**Step One:** Complete an application, the OF-612, and submit your resume.

- a. [Optional Application for Federal Employment \(OF-612\)](http://www.census.gov/rodet/www/2010employ.html), (this form can be found on our website at <http://www.census.gov/rodet/www/2010employ.html>) **and**

Leave Block 3 "Announcement No." of the OF-612 blank. The Announcement Number is determined by the address listed on your application and will be filled in by a Census employee.

- b. A **resume** for this position, listing your work duties and accomplishments relating to the job for which you are applying

**Step Two:** Each applicant must complete and submit **Evaluation Criteria statements** for this position. (See attached sheet with the Evaluation Criteria questions.)

**Step Three:** Complete an [OF-306, Declaration of Federal Employment](http://www.census.gov/rodet/www/2010employ.html) (this form can be found on our website at <http://www.census.gov/rodet/www/2010employ.html>).

**Step Four:** Call the toll free number, 1-866-861-2010, or your Local Census office at (614) 684-0140 to schedule a **D-270 Supervisor test**. **NOTE: If you previously passed the D-270 test you do not need to retest; only follow Steps One through Three.** All applicants must follow Steps One through Three and submit an application packet, even if one was previously submitted.

#### **APPLICANTS MUST BRING THE FOLLOWING DOCUMENTATION TO THE TESTING SESSION:**

1. Bring a copy of your application (the OF-612), resume, Evaluation Criteria and completed OF-306 to your test session and give it to the test proctor, or mail the entire package to the Detroit Regional Census Center (address listed below).
2. **Two** forms of **current** acceptable identification (one must be a government issued picture ID). A sample listing of acceptable identification has been provided below.
3. List of **three** references (personal and professional) – name, phone number and address.
4. DD-214, Certificate or Release or Discharge from Active Duty (*if applicable*); this document must include the type of discharge (e.g. Honorable, General).
5. [SF-15, Application for 10-Point Veteran Preference](#) (*if applicable*) and supporting documentation.

Examples of acceptable identification include a U.S. Passport or Passport card, Permanent Resident Card or Alien Registration Receipt card, State issued Driver's license or ID card, School ID with a photograph, Voter's registration card, Social Security Account Number Card, Birth Certificate or a Native American tribal document. For a complete listing of acceptable ID, visit <http://www.uscis.gov/i-9> for a copy of the I-9 form used for verification of identification.

**APPLICATION  
DEADLINE:**

Application materials must be **received by 5 pm EST on the closing date** of the recruiting bulletin. **Applications received after this date will not be considered. Facsimile and emailed applications are not accepted.** Please do not staple your application paperwork.

If mailing your documents please send all application information to:

**Bureau of the Census  
Detroit Regional Census Center  
300 River Place Dr., Ste. 2950  
Detroit, MI 48207  
ATTN: Human Resource Specialist**

**READ THIS ENTIRE DOCUMENT BEFORE CALLING THE AGENCY WITH QUESTIONS.** For further information on this vacancy you may contact, Susan Kreft, Human Resource Specialist, at (313) 396-5333.

**SELECTION PROCESS:**

- Once the Recruiting Bulletin has closed, the applicant review process will begin.
- Qualified applicants will be referred to the Selecting Officials for consideration. Interviews and reference checks will be conducted. Selecting Officials will interview the highest ranking candidates; lower ranking candidates may or may not receive an interview.
- Selections will be made July through September. Most positions will begin in early October. Applicants not selected for a position will receive notification once the selection record expires.

**ADDITIONAL INFORMATION:**

- Payment of relocation expenses IS NOT authorized.
- Use of any Government agency envelopes to file job applications is a violation of federal laws and regulations. Applications submitted in Government envelopes or via Government FAX machines will not be accepted
- Disabled veterans or any other applicants eligible for non-competitive appointments should specify their special eligibility on the application. Individuals with a disability may request reasonable accommodations by calling (313.396.5200)

**CONDITIONS OF EMPLOYMENT:**

- This is a Mixed-Tour work schedule that may be changed from full-time, to part-time, or intermittent to accommodate fluctuating workloads
- Candidates selected for these positions must sign agreements outlining the conditions of employment prior to the appointment
- You will be required to complete a [Declaration of Federal Employment \(OF-306\)](#) to determine your suitability for Federal employment and to authorize a background investigation. You will also be required to sign and certify the accuracy of all the information in you application. If you make false statements in any part of your application you may not be hired, or you may be fired after you begin work, or you may be fined or jailed
- Public law requires all new appointees to present proof of identity and employment eligibility (e.g., U.S. citizenship)
- If selected, male applicants born after 12/31/59 must confirm their [selective service registration status](#). Certification forms are available at most federal agency personnel offices or from the U.S. Office of Personnel Management
- Employees who receive a Voluntary Separation Incentive Payment (VSIP) or "buyout" and subsequently return to a position in a federal agency, whether by reemployment or contracts for personal services, are obligated to repay the full amount to the agency that paid it

**THE U.S. DEPARTMENT OF COMMERCE IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER.**

THIS CENSUS BUREAU DOES NOT DISCRIMINATE IN EMPLOYMENT ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, POLITICAL AFFILIATION, SEXUAL ORIENTATION, MARITAL STATUS, DISABILITY, AGE, MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, OR OTHER NON-MERIT FACTOR.

THIS AGENCY PROVIDES REASONABLE ACCOMMODATIONS TO APPLICANTS WITH DISABILITIES. IF YOU NEED A REASONABLE ACCOMMODATION FOR ANY PART OF THE APPLICATION AND HIRING PROCESS, PLEASE NOTIFY THE AGENCY. THE DECISION ON GRANTING REASONABLE ACCOMMODATION WILL BE ON A CASE-BY-CASE BASIS.

### Example: How to Answer Evaluation Criteria Statements

EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR RECRUITING	
COLUMN A	COLUMN B
<p>Applicants are required to answer each of the three questions below in Column A by circling the best response <u>and</u> completing the corresponding information in Column B.</p> <p>1. Please select the answer that best describes your experience managing a time critical recruitment operation.</p> <p>a. I have managed a geographically dispersed team of recruiters that included <u>all</u> of the following: a) managing at least two levels/tiers of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); b) managing more than 20 employees; and that c) included <u>all</u> of the following responsibilities: directing and controlling all recruiting and testing functions; being responsible for the accomplishment recruitment goals, and development of recruitment strategies.</p> <p>b. I have managed limited recruiting activities including a) managing at least one level/tier of subordinate management (e.g., I supervised supervisor(s)/team lead(s)); b) managing equal/more than 10 employees; and c) included <u>some</u> of the following responsibilities: administering the testing of applicants, accomplishing recruitment goals, and implementing recruiting strategies.</p> <p><b>c.</b> I have been a recruiter and have supervised a staff of employees. I have not had to supervise another recruiter/supervisor/team lead. I have supervised one level/tier of subordinate management. I managed less than 10 employees. I have also been responsible for <u>some</u> of the following tasks: administering applicant testing, carrying out recruitment strategies and meeting individual and team goals.</p> <p>d. My experience is less than what is described above.</p>	<p>Applicants are also required to complete the following.</p> <p>1. Indicate the job from your attached resume or other application form that verifies the answer you selected. <u>OR</u></p> <p>2. Write in the space below your experience that supports your answer. In addition to listing your experience, include the employer's name and address, the title of the position, and the dates of employment.</p> <p>XYZ Company 1234 Street Detroit, MI 48027</p> <p><b>Recruiter</b> 05/20/2000-10/30/2005</p> <p>As a Recruiter, I managed a staff of <b>12</b> employees; I was the <b>first-line</b> supervisor. I was managed by the Lead Recruiter, who was managed by the Department head. As a Recruiter I worked with the HR Department to determine hiring needs. I then created a strategy to recruit the required number of qualified applicants. I executed my strategy by...</p>

Circle the appropriate answer in Column A.

Support your answer by completing Column B.

- Include the actual (or estimated) number of employees you supervised
- Include the level of management you worked at (i.e. General Manager, First-Line Supervisor...)
- Include the number of management levels
- Provide a detailed answer for *each part* of the question

EVALUATION CRITERIA STATEMENT FOR Assistant Manager for Technology (AMT)	
COLUMN A	COLUMN B
<p><b>Applicants are required to answer each of the three questions below in Column A by circling the best response and supporting their response in Column B.</b></p> <p>(Use additional paper as required.)</p> <p><b>**RETURN CRITERIA WITH APPLICATION**</b></p>	<p><b>Applicants are also required to complete the following:</b></p> <p>1. Indicate the job from your attached resume or other application form that verifies the answer you selected. (If you have held multiple positions with the same employer be sure to differentiate by using the position title.) <b>or</b></p> <p>2. In the space below, write your experience that supports your answer. In addition to listing your experience, you <b>must include</b> the employer's name and address, the title of the position, and the dates of employment.</p>
<p><b>1. Describe your experience managing automation functions to support field data collection activities and administrative programs. (Circle the one appropriate letter.)</b></p>	<p><i>(Enter response that supports answer circled from Column A in the space provided below. Use additional paper as required)</i></p>
<p><b>1a.</b> I have experience managing an automation operation for <u><b>all</b></u> of the following: field data collection activities, production, <u><b>and</b></u> administrative programs. This includes experience with servers, desktops, laptops, mobile computing devices, <u><b>and</b></u> systems for tracking and managing property. Additionally, I have experience troubleshooting complex automation related problems and implementing solutions to correct any deficiencies.</p>	
<p><b>1b.</b> I have experience managing an automation operation for <u><b>at least one</b></u> of the following: field data collection operations, production <u><b>or</b></u> administrative operations. This includes experience with servers, desktops, laptops, and mobile computing devices. I have experience resolving routine automation related issues.</p>	
<p><b>1c.</b> I do not have managerial experience, but I have technical experience and/or related education providing knowledge of troubleshooting evaluating and analyzing.</p>	
<p><b>1d.</b> My experience is less than what is described above.</p>	

**EVALUATION CRITERIA STATEMENT FOR  
Assistant Manager for Technology (AMT)**

**2. Describe your experience demonstrating the ability to manage a time-critical automation support function through subordinate staff. (Circle the one appropriate letter.)**

*(Enter response that supports answer circled from Column A in the space provided below. Use additional paper as required)*

**2a.** I have experience with **both** of the following: managing at least one level/tier of subordinate management (e.g., I directly supervised either supervisor(s) or team lead(s)); **and** managing the implementation of solutions to correct complex problems regarding automation operation.

**2b.** I have experience managing a staff of automation operation technicians. I have lead teams involved in resolving automation related issues.

**2c.** I do not have supervisory experience, but I have technical experience and/or related education providing knowledge of automated environments and troubleshooting automation related issues.

**2d.** My experience is less than what is described.

**EVALUATION CRITERIA STATEMENT FOR  
Assistant Manager for Technology (AMT)**

**3. Please select the answer that best describes your experience demonstrating your ability to effectively communicate automated related information to multiple levels of an organization. (Circle the one appropriate letter.)**

*(Enter response that supports answer circled from Column A in the space provided below. Use additional paper as required)*

**3a.** I have experience communicating automation-related issues to multiple levels of staff including managers. This includes communicating and resolving technical and non-technical automated related issues. I have experience providing training to automation and other organizational staff.

**3b.** I have experience communicating automation-related issues to subordinate staff. I have experience providing training to subordinate staff.

**3c.** I have experience working on a help-desk to resolve automation issues for staff. I do not necessarily have any experience training individuals or groups, but would be comfortable speaking in front of groups of employees.

**3d.** My experience is less than what is described above.